

**REQUEST FOR PROPOSALS
CITY OF NORTH LITTLE ROCK, ARKANSAS**

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NUMBER RFP: 10-2976 DATE ISSUED: APRIL 12, 2010

DATE & TIME RFP OPENING: FRIDAY, APRIL 30, 2010 @ 11:00 A.M.

RFP NOTICE

**COMMUNICATION SERVICES FOR CITY OF NORTH LITTLE ROCK
(LOCAL DIAL TONE, LONG DISTANCE, CELL PHONES,
AND INTERNET ACCESS)**

**SPECIFICATIONS ARE ATTACHED. ANY QUESTIONS
REGARDING THE RFP SHOULD BE DIRECTED TO
JOE O. MARTIN AT JOMARTIN@NORTHLITTLE ROCK.AR.GOV**

Upon signing this page the organization certifies that they have read and agree to the requirements set forth in this RFP including conditions set forth and pertinent information requests.

NAME OF FIRM _____

PHONE NO. _____ ARKANSAS TAX PERMIT NO. _____

BUSINESS ADDRESS

SIGNATURE OF AUTHORIZED PERSON

TITLE _____ DATE _____

UNSIGNED PROPOSALS WILL BE REJECTED

City of North Little Rock Request for Communication Proposal

The City of North Little Rock is seeking pricing for; **local dial tone, long distance, cell phones, and Internet access. Implementation will be January 2011.**

LOCAL DIAL TONE

At present the City of North Little Rock owns an AVAYA PBX and provides phones at the City Services and North Little Rock Electric department with 2 ISDN PRI T-1s. To ensure survivability, the T-1s are terminated at 2 locations: 120 Main Street (City Services Building) and the other at 800 Main Street (North Little Rock Electric Department). In addition, the City of North Little Rock has approximately 410 Plexar/Centrex phones and 17 business lines for use in other City departments. The Murray Hydroelectric Plant has a Partner phone system. The North Little Rock Public Works Complex and the Hays Senior Citizens Center building both have small phone switches.

The City of North Little Rock **must be able to port all phone numbers.**

North Little Rock has four digit dialing between all city departments the new system **must be capable of four digit dialing.**

The quantity of lines will vary month-to-month, therefore pricing **must be per unit.**

LIST ALL PHONE EQUIPMENT PRICING AND INSTALLATION CHARGES

Service	A.		B.	C= (A) X (B)
		Contract	Unit Cost	Total Cost
		In Months	Per Month	Per Month
Centrex Lines	90	60	\$	\$
		36	\$	\$
Centrex Stations	410	60	\$	\$
		36	\$	\$
Business lines	17	60	\$	\$
		36	\$	\$
Voicemail Boxes	44	60	\$	\$
		36	\$	\$
ISDN PRI T1	2	60	\$	\$
		36	\$	\$
ISDN PRI B Channels	44	60	\$	\$
		36	\$	\$
Hydro Point to Point T1	1	60	\$	\$
		36	\$	\$

STATION FEATURES PRICE SHEET

Station Features:

Feature		Cost	Feature	60/36	Cost
	Month	per		Month	per
	Contract	Month		Contract	Month
Call Transfer	60	\$	Station Toll Restriction	60	\$
	36	\$		36	\$
Consultation/Call Hold	60	\$	Private Line Capability	60	\$
	36	\$		36	\$
Call Pick-Up	60	\$	Auto Call Back	60	\$
	36	\$		36	\$
Call Forwarding	60	\$	Call Park	60	\$
	36	\$		36	\$
Station Controlled Conference	60	\$	Paging Access and Restriction	60	\$
three way, six way	36	\$		36	\$
Call Waiting	60	\$	Privacy	60	\$
	36	\$		36	\$
Distinctive Ringing	60	\$	Service Speed Calling	60	\$
	36	\$		36	\$
Multiple Station Appearances	60	\$	Common Hold Ability	60	\$
	36	\$		36	\$
Hot Lines (Ring Down Circuits)	60	\$	Last Number Redial	60	\$
	36	\$		36	\$
Station Hunting - Circular	60	\$	Message Waiting Indication	60	\$
	36	\$		36	\$
			Remote Access Call Forwarding	60	\$
				36	\$

LONG DISTANCE

The City of North Little Rock uses about 13,500 Interstate and 3,500 Intrastate minutes per year.

The City of North Little Rock is requesting a flat rate per minute for Intrastate and Interstate long distance (include minimum and incremental billing). Also provide access codes for long distance assigned to each department.

Long Distance	Month	(Cost per Min)
Flat rate per minute	60	\$
	36	\$
Time in seconds	Time in seconds	
Minimum time billed		
Incremental billing.		
Access codes		\$

CELL PHONE

The City of North Little Rock has approximately 242 cell phones with 300 minute per phone in one pool of minutes with nation wide long distance with no roaming charges if calls are place within the state. The City would also request pricing for no roaming charges regardless of location. The City also has 126 wireless Air Cards, modems and 44 Blackberries.

DIGITAL WIRELESS TELEPHONE SERVICE ASSOCIATED EQUIPMENT REQUIREMENTS

Only proposals providing service for statewide digital wireless telephone service will be accepted.

Vendors must include all the functionality described for basic digital wireless telephone service and identify the telephone equipment necessary to utilize basic service.

The proposal must include a detailed description of digital wireless service availability within the entire State of Arkansas.

The City may require the vendor to supply additional descriptive materials.

Vendors must provide a per-minute rate for the estimated monthly airtime usage stated on the Price Sheet.

All telephone equipment included as part of the services offered in response to the RFP must be new, in current demonstrable production, and be the latest technology for dual-mode operation. **All proposed wireless telephone equipment must include an AC charger, belt clip, Bluetooth, handsfree voice activated dialing and an automobile 12Vdc adapter.** All equipment must be current year compliant. All appropriate documentation for service and equipment must be delivered with each unit. The service provider must identify all retail outlets in the state that may be required to support requisite equipment for services ordered by the City. Activation of the service must be consistent with proposal specifications

BASIC DIGITAL WIRELESS TELEPHONE SERVICE

The basic digital wireless telephone services offered must meet the following minimum requirements at no additional charge:

1. Statewide local calling (no long distance charges).
2. Nationwide local calling within state.
3. No roaming costs within the State.
4. Voice Mail (minimum of two (2) minute personal greeting, five (5) minute message length, 25 messages, 14-day retention of new messages, and 90-day retention of old messages).
5. Call Forwarding
6. Call Waiting
7. Caller ID
8. Three-way Calling
9. Detailed Billing (See Billing Requirements ***)
10. Directory Assistance
11. Operator Services
12. Basic 911
13. Multiple Government Rate Plans
14. 300 Minutes per Month
15. Choice of Phone Style and Options

PREMIUM DIGITAL WIRELESS TELEPHONE SERVICE

The premium digital wireless telephone services offered must meet the following minimum requirements at no additional charge:

1. Nationwide local calling (no long distance charges).
2. No roaming costs
3. Voice Mail (minimum of two (2) minute personal greeting, five (5) minute message length, 25 messages, 14-day retention of new messages, and 90-day retention of old messages).
4. Call Forwarding
5. Call Waiting
6. Caller ID
7. Three-way Calling
8. Detailed Billing (See Billing Requirements ***)
9. Directory Assistance
10. Operator Services
11. Basic 911
12. Multiple Government Rate Plans
13. 1000 Minutes per Month
14. Choice of Phone Style and Options

Wireless Data

The city's requires wireless Air Cards, data modems for first responders Internet access. Vendor will provide a list of rate plans including state and nation wide plans; bandwidth and unlimited access.

BASIC AND PREMIUM DIGITAL WIRELESS TELEPHONE SERVICE PRICE SHEET

Basic Plan	Minutes	Cost
Monthly Airtime (300 minutes per phone grouped in one pool)		\$
Additional per minute rate		\$
Wireless Service Monthly Access Fee		\$
Premium Plan		
Monthly Airtime (1000 minutes per phone grouped in one pool)		\$
Additional per minute rate		\$
Wireless Service Monthly Access Fee		\$
Basic Cell Phone Cost per unit		\$
Alternate Phone Cost per unit		\$
Wireless Internet Access	Unlimited	\$
Bandwidth		
Other Wireless Plans		\$
		\$
		\$
		\$
Accessories		\$
		\$
		\$

Vendors must provide statewide vendor retail locations able to provide new phones, carry-in telephone equipment warranty service and maintenance support

Name and Address

Telephone Number

OPTIONAL DIGITAL WIRELESS TELEPHONE SERVICES & EQUIPMENT AVAILABLE

This form is for proposal options and other ancillary equipment associated with the digital wireless telephone service listed in Category A at special pricing for this RFP. Please list any and all other options available at special RFP pricing.

ITEM	DESCRIPTION	Per Month	One Time Charge
	Text Messaging	\$	\$
	E-Mail	\$	\$
	Internet Access	\$	\$
	Message waiting	\$	\$
	Other features	\$	\$
		\$	\$
	Accessories	\$	\$
	Hands Free Kit	\$	\$
	Booster Kit	\$	\$
	Phone Installation in vehicle (must be billed through Vendor)	\$	\$
	Other Accessories	\$	\$
		\$	\$
		\$	\$

INTERNET ACCESS

North Little Rock has a T3 providing 10 MB broadband access to the Internet. North Little Rock is seeking pricing starting at 10 MB through 45 MB access to the Internet, incremental upgrades and managed router services.

North Little Rock requires a full class C range of IP addresses, and state redundancy with more than one path in and out of the state.

North Little Rock requires a **Manage Solution. Provide detail of a Manage Solution.** Currently North Little Rock has a Cisco 3800 Internet router T3 limited to 10 megabits up and down. A Cisco 515e Pix router connects to North Little Rock WAN. The new Router and Firewall must be setup to meet North Little Rock current WAN / LAN topology. North Little Rock requires On-site, 24/7 support and advance replacement of failed hardware 24 X 7 within 4 hours by an on-site technician. The equipment for the Internet access must reside at North Little Rock Electric Department, 800 Main Street, North Little Rock AR 72114.

The city has a several business class DSL services. Provide bandwidth ranges both up and down and pricing for each range.

Pricing for Internet access must include line, access charges and equipment – plus any charges for installation, programming, and maintenance, etc. – for the equipment necessary to connect to the Internet and the City of North Little Rock Wide Area Network.

Internet Access	Bandwidth	Contract	Internet Access	Maintenance
		Per Month	Per Month	Per Month
	10MB	60	\$	\$
		36	\$	\$
	1 MB increase	60	\$	\$
		36	\$	\$
	2 MB increase	60	\$	\$
		36	\$	\$
	5 MB increase	60	\$	\$
		36	\$	\$
	DSL	60	\$	\$
		36	\$	\$

List Equipment			\$	\$
			\$	\$
			\$	\$
			\$	\$
			\$	\$
			\$	\$
			\$	\$
			\$	\$

INTERNET TECHNICAL SUPPORT

Reliability is of critical importance. 24/7 **Manage Solution** support from the vendor, plus proactive monitoring and notifications. We seek to have the highest availability and highest coverage that will meet or exceed Service Level Standards with a four-hour response time and proven reliability. A four-hour response time with on-site technician is the minimal accepted response time for arrival at the site to repair the problem. Coordination efforts for all troubleshooting shall involve a network engineer from all parties involved. All bids will provide assurance of this level of support. Any additional charges for this level of support will be included in the pricing.

Internet provider must supply a web site that both parties agree on to test bandwidth to verify up and down bandwidth speed such as speakeasy.net. Purchase bandwidth must be available at the router 100%. Vendor must allow for overhead.

CELL PHONE TECHNICAL SUPPORT

Reliability is of critical importance. We seek to have the highest availability and highest coverage that will meet or exceed Service Level Standards with a four-hour response time and proven reliability. One half day response time with on-site delivery is the minimal accepted response for new or replacement cell phones. Monday through Friday between 8 am and 4 pm.

An assigned team approach is preferred. Contact information with a call center number for help, equipment contact for replacements or upgrades and a delivery support person.

Vendors must provide 25 cell phone that North Little Rock will have on hand for replacement phones that is replenish as phone are replace.

Pricing Detail

This Communication RFP must be priced as individual sections and may be bundled. The sections are; **local dial tone, long distance, cell phones, and Internet access.**

All major elements of the bid must be itemized. This includes, but is not limited to, purchase, installation of any equipment, installation of any facilities, programming and ongoing charges including maintenance.

BILLING REQUIREMENT ***

Suppliers shall provide software for reports and make available in electronic form billing to the City by the 10th of each calendar month. Billing requirement must be able to separate the bill by departments for, **local dial tone, long distance, and cell phones.** The software must enable us to show billing detail for each service billed, in addition to assigning **local dial tone, long distance, cell phones, and pagers** to a department, with the capability to print or email reports showing each department's grand total for the month. It must show the basic monthly charge, any additional features charges, equipment charges, long distance or roaming charges, detail listing of calls, and taxes for each phone line--basically mirroring the paper bill. Billing software must be able to separate data on each individual service including equipment, **local dial tone, long distance, cell phones,**

and taxes. **Vendor must provide examples of their bill and reports available with their bid plus demo billing software. Vendors awarded the contract and not able to meet our billing needs will be terminated. Vendor must provide training as needed on billing software and an assigned billing contact person.**

The City will make timely payment of invoices according to City policy and procedure. However, no late charges will be allowable, except as provided by Arkansas Statute and Regulations.

Implementation Schedule

Implementation will be January 2011 after all existing communication contracts expire.

Detailed implementation schedules for the bid is required. The detail should include the responsibilities to be carried out by the bidder and the responsibilities of the City of North Little Rock. The schedules must include the project manager name(s).

Business Capabilities and Qualification

Each company responding will provide a statement of capabilities and qualification. That will include, at a minimum, the number of years in this line of business, the number of employees in the central Arkansas area devoted to this line of business and references and contact information from customers using the proposed services. Additional information may be required during the course of the evaluation process.

Questions

Questions about these bids must it writing to Joe O. Martin via email.
jomartin@northlittlerock.ar.gov

TERMS AND STANDARD CONDITIONS
CITY OF NORTH LITTLE ROCK, ARKANSAS
PLEASE READ CAREFULLY

1. When submitting an "Invitation to Bid," the bidder warrants that the commodities covered by the bid shall be free from defects in material and workmanship under normal use and service. In addition, bidder must deliver new commodities of the latest design and model, unless otherwise specified in the "Invitation to Bid."
2. Prices quoted are to be net prices, and when an error is made in extending total prices, the City may accept the bid for the lesser amount whether reflected by extension or by the correct multiple of the unit price.
3. Discounts offered will be taken when the City qualifies for such. The beginning date for computing discounts will be the date of invoice or the date of delivery and acceptance, whichever is later.
4. When bidding other than the brand and/or model specified in the "Invitation to Bid," the brand and/or model number must be stated by that item in the "Invitation to Bid," and descriptive literature be submitted with the bid.
5. The City reserves the right to reject any and all bids.
6. The Purchasing office reserves the right to award items, all or none, or by line item(s).
7. Quality, time and probability of performance may be factors in making an award.
8. Bid quotes submitted will remain firm for 30 calendar days from bid opening date; however, the prices may remain firm for a longer period of time if mutually agreeable between bidder and the Department of Commerce and Governmental Relations.
9. Bidder must submit a completed signed copy of the front page of the "Invitation to Bid" and must submit any other information required in the "Invitation to Bid."
10. In the event a contract is entered into pursuant to the "Invitation to Bid," the bidder shall not discriminate against any qualified employee or qualified applicant for employment because of race, sex, color, creed, national origin or ancestry. The bidder must include in any and all subcontracts a provision similar to the above.
11. Sales or use tax is not to be included in the bid price, but is to be added by the vendor to the invoice billing to the City. Although use tax is not to be included in this bid, vendors are to register and pay tax direct to the Arkansas State Revenue Department.
12. Prices quoted shall be "Free on Board" (F.O.B.) to destination at designated facility in North Little Rock. Charges may not be added after the bid is opened.
13. In the event of two or more identical low bids, the contract may be awarded arbitrarily or for any reason to any of such bidders or split in any proportion between them at the discretion of the Department of Commerce and Governmental Relations.
14. Specifications furnished with this Invitation are intended to establish a desired quality or performance level, or other minimum dimensions and capacities, which will provide the best product available at the lowest possible price. Other than designated brands and/or models approved as equal to designated products shall receive an equal consideration.
15. Samples of items when required, must be furnished free, and, if not called for within 30 days from date of bid opening, will become property of the City.
16. Bids received after stated time for opening will not be considered.
17. Guarantees and warranties should be submitted with the bid, as they may be a consideration in making an award.
18. **CONSTRUCTION**
 - A. Contractor is to supply the City with evidence of having and maintaining proper and complete insurance, specifically Workman's Compensation Insurance in accordance with the laws of the State of Arkansas, Public Liability and Property Damage. All premiums and cost shall be paid by the Contractor. In no way will the City be responsible in case of accident.
 - B. When noted, a Certified check or bid bond in the amount of 5% of total bid shall accompany bid.
 - C. A Performance Bond equaling the total amount of any bid exceeding \$10,000.00 must be provided for any contract for the repair, alteration or erection of any public building, public structure or public improvement (pursuant to Act 351 of 1953 as amended by Act 539 of 1979).
19. **LIQUIDATED DAMAGES** - Liquidated damages shall be assessed beginning on the first day following the maximum delivery or completion time entered on this bid form and/or provided for by the plans and specifications.
20. **AMBIGUITY IN BID** - Any ambiguity in any bid as the result of omission, error, lack of clarity or non-compliance by the bidder with specifications, instructions, and all conditions of bidding shall be construed in the light most favorable to the City.
21. The bid number should be stated on the face of the sealed bid envelope. If it is not, the envelope will have to be opened to identify.
22. Whenever a bid is sought seeking a source of supply for a specified period of time for materials and services, the quantities of usage shown are estimated ONLY. No guarantee or warranty is given or implied by the participants as to the total amount that may or may not be purchased from any resulting contracts. These quantities are for the bidders information ONLY and will be used for tabulation and presentation of bid and the participant reserves the right to increase or decrease quantities as required.
23. The City of North Little Rock reserves the right to reject any and all bids, to accept in whole or in part, to waive any informalities in bids received, to accept bids on materials or equipment with variations from specifications in those cases where efficiency of operation will not be impaired, and unless otherwise specified by the bidder, to accept any item in the bid. If unit prices and extensions thereof do not coincide, the City of North Little Rock may accept the bid for the lesser amount whether reflected by the extension or by the correct multiple of the unit price.
24. Additional information of bid forms may be obtained from:
DEPARTMENT OF COMMERCE AND GOVERNMENT AFFAIRS
120 Main Street, P.O. Box 5757, North Little Rock, Arkansas 72119 (501) 975-8881